



Form GSOP I-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

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Purchase Order No. Rev. Date

62257

10/ 9/2008

Supplier No. 811477	Solicitation No. 57126	Delivery Date As Specified	FOB Point Destination	Invoice Terms N45
S DEPT COMMUNITY SERVICES & h T DEVELOPMENT i o 700 N 10TH STREET, RM 215 P SACRAMENTO, CA 95811		C COMMUNITY SERVICES & h T DEVELOPMENT r o (SAME AS SHIP TO ADDRESS) g e		
Agency Billing 31150	Agency Purchase Estimate 09-9001	Purchase Estimate 67321		Revision 4
Agency Contact SCOTT VICE		Phone 916-341-4352	Date Received	

SPECIAL ORDER SYSTEMS
3877 SHAWN WAY
SUITE 200
LOOMIS, CA 95650
Attn: LAWRENCE E. MCNUTT

Phone: 916-632-8800

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p>TERMS AND CONDITIONS:</p> <p>THE ATTACHED STATEMENT OF WORK CONSISTING OF TWO (2) PAGES IS PART OF THIS AGREEMENT.</p> <p>THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.</p> <ol style="list-style-type: none"> 1. IT General Provisions, GSPD-4011T Revised and Effective 4/12/2007 http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf 2. IT Software License Special Provisions (Effective 01/21/2003) http://www.documents.dgs.ca.gov/pd/modellang/softwarespecial012103.pdf <p>Pursuant to Mike Dolloff's of Special Order Systems, Inc. email dated 11/05/08. Special Order Systems, Inc. will charge a 4% Administration Fee to allow for maintenance payments to be made on a quarterly basis.</p>						
1	12	EA	7090-000-0007-4	SOFTWARE MAINTENANCE (AS DESCRIBED) CIC SOFTWARE STD. MAINTENANCE RENEWAL	3,377.2200	40,526.64
2	12	EA	9091-250-0051-6	SOFTWARE SUPPORT ALLIANCE ADVANCED REPLACEMENT ANNUAL SUPPORT	771.6600	9,259.92
3	1	EA	9838-000-0002-2	ADMINISTRATION FEE (AS DESCRIBED)	897.2600	897.26
Total Value:						50,683.82

Sales and/or use tax to be extra unless noted above

Buyer <i>John Medez</i> for <i>Marty Zubeidi</i> MARTY ZUBEIDI	Phone 916-375-4435	BOC Number
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Department of General Services - Office of Procurement

Form GSOP 2-PIN (04/98)

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Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p><u>FOB DESTINATION:</u></p> <p>For the purpose of this award, only FOB Destination will be accepted.</p> <p><u>CHANGE ORDERS:</u></p> <p>This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p><u>STATE CONTRACTS AND PROCUREMENT REGISTRATION:</u></p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (https://www.scprs.dgs.ca.gov). The Registration Number is:47001008336820</p>						

Dept. of Community Services & Development

STATEMENT OF WORK

Special Order Systems, Inc. Software Maintenance Renewal

This Statement of Work ("Agreement") reflects the services to be provided by Special Order Systems, Inc., hereinafter referred to as the "Contractor," for the Dept. of Community Services & Development, hereinafter referred to as the "State".

SCOPE

The Contractor will provide one year of maintenance and support for the Interactive Intelligence Customer Interaction Center software, server hardware and associated telephony components. This agreement shall cover twelve months of software support for Interaction Center version 2.2D software. Support will include the following services:

- Recommend server operating system and Interaction Intelligence patches and/or fixes that may need to be applied.
- Perform quarterly proactive server "health" maintenance assessments and provide a written report to the Department technical representative.
- The Contractor will advise or make all corrections, updates and improvements to the application system.
- Make available a Help Desk support and toll-free ticket creation process that will triage issues that include a standard procedure for problem resolution and status reporting.
- Include Interaction Center software product licensing for call center agents, supervisors, and staff. Additional licensing will facilitate electronic faxes and ability to do concurrent conference calls.
- The annual maintenance services provided under this Agreement shall be available 24x7x365. The term of this agreement will be effective the date the Purchase Order is signed through June 30, 2009.
- All notices required by or relating to this Agreement shall be in writing and shall be sent to the parties of this Agreement at their address as set below unless changed from time to time, in which event each party shall notify the other in writing, and all such notices shall be deemed duly given if deposited, postage prepaid, in the United States mail and directed to the following addresses listed on Page 2 of 2.

PERIOD OF PERFORMANCE

The term of this Agreement is effective the date the Purchase Order is signed through June 30, 2009.

BILLING INFORMATION

The Contractor shall submit quarterly invoices (including the purchase order number) to the following address:

Department Name: Dept. of Community Services & Development
Street Address: PO Box 1947
City, State, Zip: Sacramento, CA 95812-1947
Attn: Pattie Fusco
Ph: 916-341-4283

POINTS OF CONTACT

The technical representatives during the term of this agreement will be:

State Agency	Contractor
Department of Community Services and Development	Special Order Systems, Inc.
Attn: Greg Heilner	Name: Steve Hofer
Phone: (916) 341-4362	Phone : 916-632-8800 x1717
Fax: (916) 341-4362	Fax: 916-632-8843
E-mail: gheilner@csd.ca.gov	E-mail: SHofer@team-sos.com

Contract inquiries should be addressed to:

State Agency	Contractor
Department of Community Services and Development	Special Order Systems, Inc.
Attn: Information Technology Services	
Attn: Evelyn McCarthy	Name: Steve Hofer
700 N 10 th Street, Room 215	3877 Shawn Way, Ste. 200
Sacramento, CA 95811-0336	Loomis, CA 95650
Phone: (916) 341-4373	Phone 925-236-4572
Fax: (916) 341-4373	Fax : 925-236-4772
E-mail: emccarthy@csd.ca.gov	E-mail: SHofer@team-sos.com

Please forward advance renewal notices to the attention of the State's Primary Contact sixty days prior to the renewal date.